

# HOW TO USE UW CONNECT

## CREATING TICKETS

There are two ways to create a ticket in UW Connect: sending an email or submitting a form.

### Email

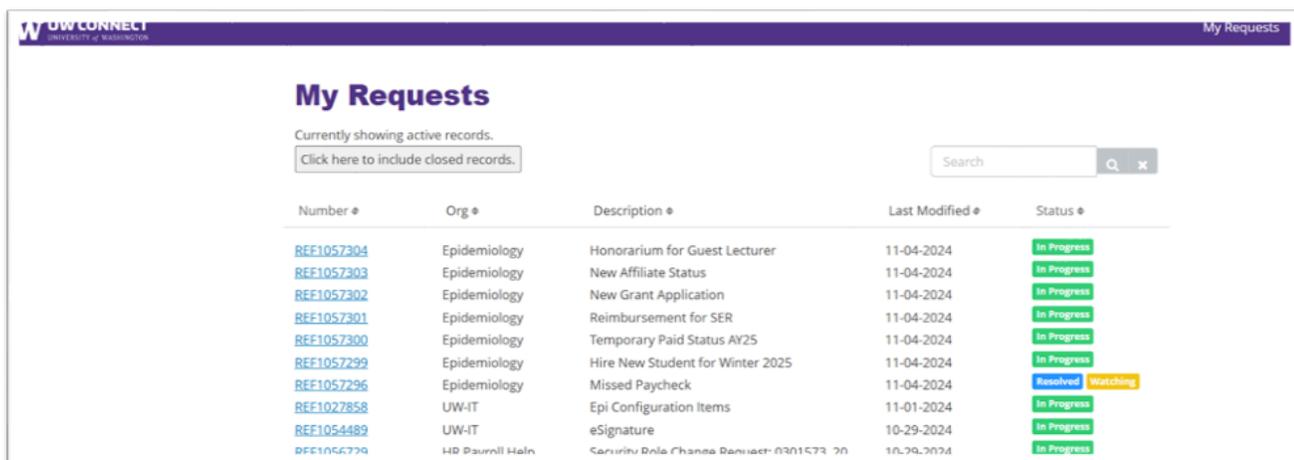
If you send an email to one of Epi's UW Connect accounts ([epifinance@uw.edu](mailto:epifinance@uw.edu), [epigrants@uw.edu](mailto:epigrants@uw.edu), or [epifachr@uw.edu](mailto:epifachr@uw.edu)), the system will automatically create a ticket and you will receive an automatic response with your ticket REF #. Please continue to reply to the email thread that references the REF # — sending a new email will open a new ticket and cause confusion. This will keep a full record of your messages as well as all responses you receive. (See "Managing your Tickets" below for more details.)

### Forms

If you fill out one of our [UW Connect forms](#), it will automatically create a ticket. You will receive an email response from the system, acknowledging your form submission and providing the REF # for your reference. From there, you can continue to communicate with the staff member working on your ticket via email.

## MY REQUESTS PAGE

To check on the status of your tickets, visit the [My Requests](#) page (UW NetID login required). Once logged in, you will see a list of all active tickets on which you are the caller or watcher, including those from other UW organizations (UW-IT, Epidemiology, etc.). The My Requests page will show the ticket number, organization, the ticket description, date last modified, and the current status of the ticket.



The screenshot shows the 'My Requests' page in the UW Connect system. The page header includes the UW Connect logo and the text 'My Requests'. Below the header, there is a section titled 'My Requests' with a sub-header 'Currently showing active records.' and a link 'Click here to include closed records.' A search bar is located on the right side of the page. The main content is a table with the following columns: Number, Org, Description, Last Modified, and Status. The table contains 11 rows of data, each representing a ticket record.

Number	Org	Description	Last Modified	Status
<a href="#">REF1057304</a>	Epidemiology	Honorarium for Guest Lecturer	11-04-2024	In Progress
<a href="#">REF1057303</a>	Epidemiology	New Affiliate Status	11-04-2024	In Progress
<a href="#">REF1057302</a>	Epidemiology	New Grant Application	11-04-2024	In Progress
<a href="#">REF1057301</a>	Epidemiology	Reimbursement for SER	11-04-2024	In Progress
<a href="#">REF1057300</a>	Epidemiology	Temporary Paid Status AY25	11-04-2024	In Progress
<a href="#">REF1057299</a>	Epidemiology	Hire New Student for Winter 2025	11-04-2024	In Progress
<a href="#">REF1057296</a>	Epidemiology	Missed Paycheck	11-04-2024	Resolved <span>Watching</span>
<a href="#">REF1027858</a>	UW-IT	Epi Configuration Items	11-01-2024	In Progress
<a href="#">REF1054489</a>	UW-IT	eSignature	10-29-2024	In Progress
<a href="#">REF1056739</a>	HR Purnell Hall	Security Data Change Request: 0201573 20	10/29/2024	In Progress

You also have the option to include closed records by clicking on the button near the top of the page.

## My Requests

Currently showing active records.

 [Click here to include closed records.](#)

Number	Org	Description	Last Modified	Status
<a href="#">RITM0024629</a>	UW-IT	Department of Epidemiology - UW Connect ...	02-19-2025	<span>Delivery</span> <span>Watching</span>

By default, My Requests displays information for active records, including those recently resolved. You can see a high-level status of your issue, including whether the support team is waiting on information from you.



Modified	Status
19	Open
19	Waiting On User Info
19	Open
19	Waiting On User Info
19	Open

If a ticket is marked as “Waiting on User Info,” it cannot proceed without the information you provide.

## INDIVIDUAL REQUEST VIEW

You can see more details by clicking on the REF # on the left side of the page, which will bring you to the Individual Request View.

### Honarium for Guest Lecturer

**Requester's Information**  
-----

UW NetID : matthawk  
 Contact Number : +1 206 543-7405  
 Which team should this request be directed to? : Academic HR  
 Subject : Honarium for Guest Lecturer  
 Request Description : Please pay honorarium

Type your message here...
 Send

MH

**Matthew L Hawkins**

🕒 3d ago

---

**Requester's Information**  
-----

UW NetID : matthawk

Your request has been submitted

Number	REF1057304
State	In Progress
Created	3d ago
Last Modified	just now

**Attachments**

Do not attach documents containing confidential, personal, or restricted data in accordance with [UW Privacy data classifications](#).

Drop files here

This page will show you the full history of messages between the caller (you) and the staff responding to the ticket. You can also use this page to respond to messages rather than emailing. You can view/add attachments, check the current state, and see when it was last modified.

### View & Add Attachments to Records

The Individual Request View is an easy way for you to view the attachment(s) that were added to the record, since you do not receive an attachment via email if the support team adds it in the system. You can also add attachments to the record directly from the drill down.

**Attachments**
📎

clonebackupdata.xlsx (38.7 KB)

✎

✕